



**PersonaOffice™**  
Telecommunications Solutions

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**I declare under the penalty of perjury that the foregoing is true and correct. Executed on  
March 16, 2009**

**Nelson Lopez  
President  
PersonaOffice, Inc.**

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**EB-06-TC-060**  
**EB Docket No. 06-36**

**CERTIFICATION OF CPNI FILING**  
**March 16, 2009**

I certify that I am an officer of PersonalOffice, Inc.. I certify that I have personal Knowledge that PersonalOffice, Inc. has established operating procedures that are adequate to ensure compliance with the Customer Proprietary Network Information rules set forth in 47 C.F.R., Ch 1, Part 64.2009

Signed this day of March 16, 2009

By :

Printed Name: Nelson Lopez

Title: President

Company: PersonalOffice



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**STATEMENT OF COMPLIANCE WITH THE FCC'S CUSTOMER PROPRIETARY  
NETWORK INFORMATION (CPNI) RULES**

Prefatory Statement: Our company has decided not to utilize or provide CPNI for any purpose other than those purposes that are permissible without customer approval in accordance with Section 64.2005 of the FCC's Rules and Regulations. We require law-enforcement requests for customer records to be obtained via subpoena and we keep a record of all instances in which CPNI was disclosed in these instances.

PersonalOffice Inc. has established a procedure to protect Customer Proprietary Network Information ("CPNI"). Additionally, PERSONALOFFICE carefully monitors any activity to ensure that CPNI is not disclosed, that company employees understand the Company's procedures and that any indication of CPNI breach is immediately reported. The procedures PERSONALOFFICE has established state:

- It is PERSONALOFFICE policy that "CPNI will not be used for the purpose of marketing services." PERSONALOFFICE Services are defined as: (a) local POTS lines and/or (b) long distance services. PERSONALOFFICE has maintained a marketing plan that does not rely on the use of CPNI.
- PERSONALOFFICE continually educates and trains its employees regarding the appropriate use of CPNI and has established disciplinary procedures should an employee violate the CPNI procedure established by PERSONALOFFICE.
- PERSONALOFFICE maintains a record of its sales and marketing campaigns. No CPNI information has been used in these sales and marketing campaigns. PERSONALOFFICE's policy is that "PERSONALOFFICE will not use CPNI in any sales or marketing campaign."
- PERSONALOFFICE's President provides advice and counsel regarding compliance with the CPNI rules.

Should any improper use of CPNI be discovered, such incident is immediately reported to senior staff and a record of said event is maintained for disclosure to the appropriate government authorities.

Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB Docket 06-36

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Annual 64.2009(e) CPNI Certification for [2009]

Date filed: [03/16/2009]

Name of company covered by this certification: [PersonalOffice, Inc.]

Form 499 Filer ID: [826300]

Name of signatory: [Nelson Lopez]

Title of signatory: [President]

I, [Nelson Lopez], certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company [is] in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules

The company [has not] taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. Companies must report on any information that they have with respect to the processes pretexters are using to attempt to access CPNI, and what steps companies are taking to protect CPNI.

The company [has not] received any customer complaints in the past year concerning the unauthorized release of CPNI (number of customer complaints a company has received related to unauthorized access to CPNI, or unauthorized disclosure of CPNI, broken down by category or complaint, *e.g.*, instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information).

Signed



[electronic signature]